Why should I do this?

In order for Square One Solutions to assist you with your licensing needs, we must have visibility to your account. This can be accomplished online using the Solutions Advisor Assignment tool located on www.mycitrix.com. When you have performed the steps detailed in this document, you will have given Square One Solutions access to view your detailed account information, and allow us the opportunity to act as a liaison between you and Citrix to resolve issues with your account.

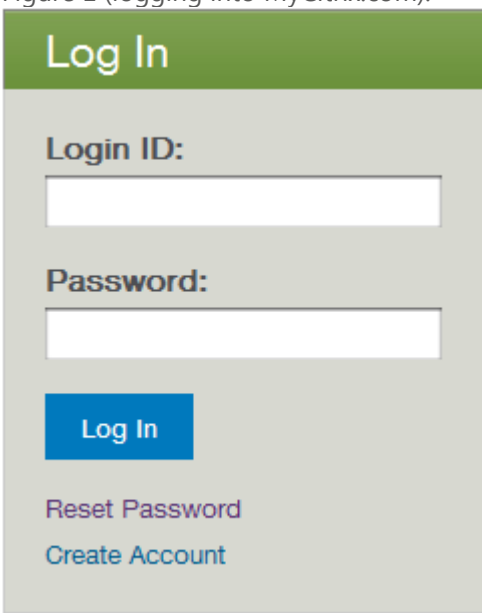
It's that simple… Get Started Now…

Step 1: Log into MyCitrix.com

Before you can assign your account to Square One Soluti0ns, you must first be logged into the MyCitrix.com web site.

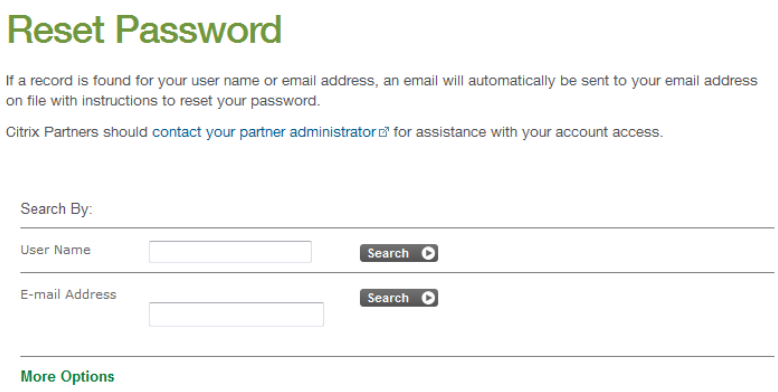
Go to **www.mycitrix.com** and enter your login information.

Figure 1 (logging into MyCitrix.com):



If you do not know your login, select the "**Reset Password**" link – as shown in Figure 2 below
You may search by **User Name** or **Email Address** to look up your login information. The recommended method is to search by your e-mail address. After you hit "**Search**", an email will automatically be generated and addressed to you, containing your login and password to the MyCitrix web site.

Figure 2 (Reset Password):

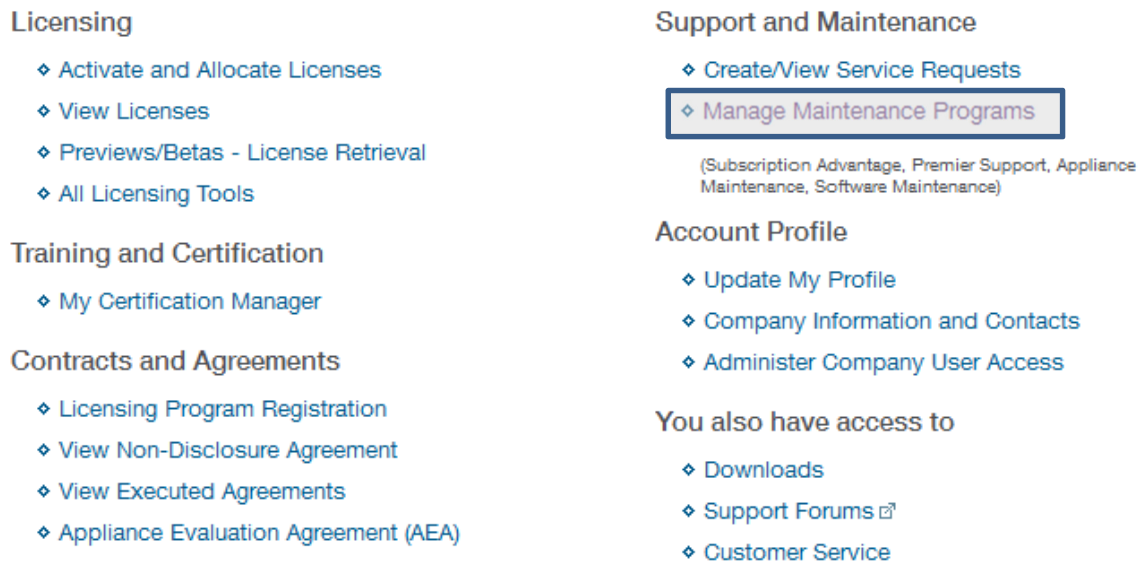


If you do not have a MyCitrix.com login, but you do have access to your license information or your license server, please contact: **071-362 72 92** and ask to speak with a Square One Solutions license specialist. We can help you retrieve and/or create an account for you.

Step 2: Partner Assignment Process

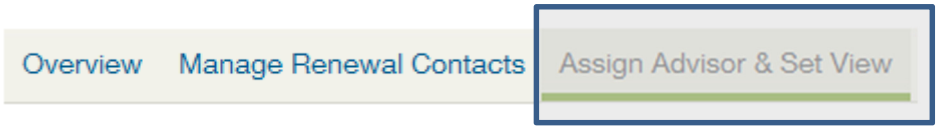
Now that you are logged into MyCitrix.com, click on "Manage Maintenance Programs:

Figure 3 (manage maintenance programs):



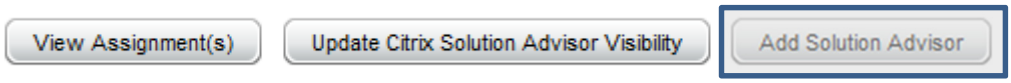
On the next page, click on "**Assign Advisor & Set View**" as shown below.

Figure 4 (Assign Advisor & Set View):



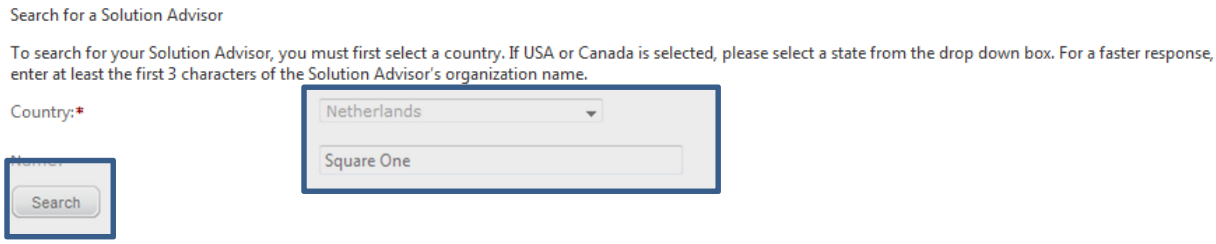
Now Click on the "**Add Solution Advisor**" button.

Figure 5 (Add Solution Advisor):

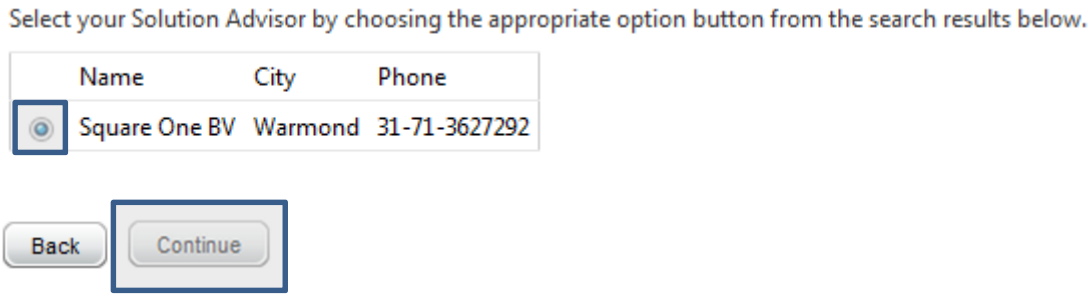


On the next screen, you are prompted to search for your advisor. Select the "**Netherlands**" option from the Country drop-down, and type "**Square One**" into the name field. Then click the **Search** button.

Figure 6 (Search for a Solution Advisor):



Select Square One. After that, click "**Continue**".



After selecting Square One, the next screen will prompt you to select someone at Square One to be notified of the assignment. If possible, select your Account Manager. Or call an Square One Solutions Licensing Specialists at **071 – 362 72 92** or email **solutions@square1.nl** for assistance.

On the final screen you will be prompted to set a visibility level. To ensure that all of your licenses are quoted accurately, please ensure that **Square One** is set to "**View All**" access as depicted below, and then select **Submit**.

Step 3: Contacting Square One Solutions

Now that your account is named to Square One Solutions with "**View All**" access, please contact your Account Manager to begin the account management process. If you do not currently have an Account Manager unsure as to whom your Account Manager is, please contact Square One Solutions Licensing Services department. E-mail: solutions@square1.nl or Telephone : **071-362 72 92**